Topics in descending order by number of Yes answers.

General Topic Area	Specific	Yesses	NGT Rank
Internet	Internet Reference resources	36	64
Computers for Public Access	Dealing with difficult patrons -- conflict management	30	42
Searching the Internet – by TOPIC:	-- Medical/health	30	27
Searching the Internet – by TOPIC:	-- Legal	29	21
Searching the Internet – by TOPIC:	-- Genealogy	28	28
Website Development	Dreamweaver	27	57
Office Applications	Excel	27	21
Internet	Evaluating Internet Resources	26	32
Computer & Int. Resources for Particular Populations	for older adults	26	31
Office Applications	Access	26	25
Computers for Public Access	Troubleshooting Computer Problems	25	34
Computer & Int. Resources for Particular Populations	for children and YA	25	31
Office Applications	Powerpoint	24	31
Other	Promoting/publicizing library's computer resources	24	22
Website Development	Website Accessibility	23	35
Computers for Public Access	Policies and procedures for providing public access	22	22
Email	Spam, viruses, worms	22	18
Office Applications	Publisher	22	17
Website Development	FrontPage	21	35
Email	Components/functions available in most email programs	21	22
Website Development	Website Usability	21	22
Computers for Public Access	Security -desktop	21	16
Open Source Software	For desktop PCs and workstations	20	36
Train the Trainer -- training your patrons in…	Windows Basics	20	14
Train the Trainer -- training your patrons in…	Internet Basics	20	13
Email	Major programs: Outlook, Eudora, Netscape	19	16
LAN Management	Wireless LANs	18	27
Office Applications	Word	18	21
Computers for Public Access	Printers – set-up, configuration, sharing/management	17	21
Computers for Public Access	Hardware Maintenance	17	16
Other	Filtering Public Access Computers	16	32
Other	Videoconferencing - How-to, using equip	16	27
LAN Management	Cyber-Security	16	19
Train the Trainer -- training your patrons in…	Microsoft Office Programs, e.g. Word, Excel	16	11
Computer Labs	Setup, configurations	15	11
Internet	Searching the Internet – general	15	6
Open Source Software	For server Operating Systems, databases, and webservers	14	29
Computer Labs	Maintenance	14	10
Computer & Int. Resources for Particular Populations	for non-English speaking patrons	14	6
Train the Trainer -- training your patrons in…	E-Mail	14	0
Other	Sustaining funding & fundraising for Technology	13	20
Email	Listservs	13	19
Internet	Using/"Surfing" the Internet	13	11
Open Source Software	Linux	12	24
Computer & Int. Resources for Particular Populations	for Spanish speaking patrons	12	7
Website Development	General website creation	0	36
Other	Technology -- Future Planning	0	36